

# YOUTH SERVICES POLICY

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| <b>Title:</b> Channels of Communication<br><b>Next Annual Review Date:</b> 05/17/2013  | <b>Type:</b> A. Administrative<br><b>Sub Type:</b> 1. General<br><b>Number:</b> A.1.5 |
|  | <b>Page</b> 1 <b>of</b> 2   |
| <b>References:</b><br>ACA Standards 2-CO-1A-9, 2-CO-1A-19 (Administration of Correctional Agencies); 4-JCF-6A-11 and 4-JCF-6A-12 (Performance-Based Standards for Juvenile Correctional Facilities); 2-7007, 2-7009 and 2-7011 (Juvenile Probation and Aftercare Services) |   |
| <b>STATUS: Approved</b>  |   |
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| <b>Approved By:</b> Mary L. Livers, Deputy Secretary   | <b>Date of Approval:</b> 05/17/2012   |

## I. AUTHORITY:

Deputy Secretary of Youth Services as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary.

## II. PURPOSE:

To establish uniform procedures for channels of communication within Youth Services (YS).

## III. APPLICABILITY:

Deputy Secretary, Assistant Secretary, Undersecretary, Deputy Undersecretary, Chief of Operations, Deputy Assistant Secretaries, Facility Directors, Regional Managers, and other Section Heads at YS Central Office.

## IV. DEFINITIONS:

**Regional Managers** - Managers of the Community-Based Services (CBS) field offices located throughout the state.

**YS Central Office** - Offices of the Deputy Secretary, Assistant Secretary, Undersecretary, Chief of Operations, Deputy Undersecretary, Deputy Assistant Secretaries, and their support staff.

## V. POLICY:

It is the Deputy Secretary's policy that all YS staff have an opportunity to participate in the development and review of organizational goals, initiatives, and policies. Channels of Communication among the Deputy Secretary, leadership/supervisory staff referenced in Section III above, and other staff shall be maintained in order to ensure open communication between employees. Unit Heads are responsible for ensuring effective lines of communication for dissemination of information as well as for input of legitimate concerns by all YS employees.

**VI. PROCEDURES:**

- A. Staff meetings shall be conducted, at a minimum, on a monthly basis as follows:
  - 1. Deputy Secretary and YS Central Office Executive staff;
  - 2. YS Central Office Executive staff and their key unit staff;
  - 3. Deputy Assistant Secretary/Facilities and Facility Directors;
  - 4. Facility Directors and all department heads;
  - 5. Deputy Assistant Secretary/Community-Based Services and Regional Managers; and
  - 6. Regional Managers and their key staff.
- B. Staff meetings should be documented, and agendas/minutes of meetings shall be maintained and distributed as appropriate.
- C. It is the responsibility of Unit Heads to explain information disseminated during the monthly meetings and provide training for employees when needed.
- D. Leadership meetings shall be conducted, at a minimum, twice per year between the Deputy Secretary, Facility Directors and key leadership, Regional Managers and designated Central Office staff. These meetings will center around current events within OJJ and short/long range goals for meeting the agency's mission. Break-out meetings will occur that require staff input on topics of discussion, including agency initiatives and goals.

**Previous Regulation/Policy Number:** A.1.5  
**Previous Effective Date:** 01/10/2012  
**Attachments/References:**